Commvault® Cloud As-A-Service (SaaS) Customer Support Policies

OVERVIEW

Need help? We're here for you. The operation of your data backup solution is critical to your business, and that's why we're committed to providing the timely support and resources you need. Commvault Cloud SaaS offerings are covered by the Commvault Support team, which can be contacted directly through the Commvault Cloud SaaS Platform via chat or email, while online resources and documentation is available Commvault Cloud SaaS Documentation

COMMVAULT CLOUD SAAS CUSTOMER SUPPORT SLAs

Response targets to cases under the Commvault Cloud SaaS offering is based on the assigned priority level. Please view the table below for definitions of each level, with our SLA targets for response times and follow-up for each severity level.

CONTACT CUSTOMER SUPPORT

Access our self-service options 24/7 or our Commvault Cloud SaaS Customer Support by submitting a customer support case via the Commvault Support Portal. Customer Support is available 24/5 and Critical Support is available 24/7.

Available Resources:

- Knowledge Base & Self-Service
- Commvault Support Portal
- Email Customer Support
- Access the Commvault Cloud Platform
- Commvault Cloud SaaS Support Resources
- Commvault Cloud As-A-Service Documentation

Critical	High	Medium	Low
Your system is inoperable or is at a severely reduced level of functionality, resulting in an adverse impact on normal business operations, and no immediate workaround or resolution is available. The customer support team will work on your case continuously until it's resolved.	You are experiencing intermittent failure or performance degradation, limiting your normal business operations. These incidents are time-sensitive and critical to productivity but do not cause an immediate work stoppage. No workaround is available, and operations can continue in a limited capacity.	Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.	You have general questions regarding a low impact issue.
1 Hour response target **4 Hours** follow-up	**2 Hours** response target **8 Hours** follow-up	**4 Hours** response target **24 Hours** follow-up	**24 Hours** response target **48 Hours** follow-up

Please Note: The above severity follow-up time begins upon receipt of customer's update to an open Customer Support case.

Commvault Cloud As-A-Service Government Cloud Support: Live agents available Monday – Friday from 8:00am - 5:00pm ET. Critical support available 24/7. Only serviced by US Citizens on US Soil.

As we assess each case with the customer, Commvault reserves the right to reassign severity levels based on the surrounding circumstances.